

EXHIBIT A

Nevada Performance Measurements

Measurement #	Measurement Title
Pre-Ordering	
01	Average Response Time to Pre Order Queries
Ordering	
02	Average FOC/LSC Notice Interval
03	Average Reject Notice Interval
04	Percent of Flow-Through Orders
Provisioning	
05	Percentage of Orders Jeopardized
06	Average Jeopardy Notice Interval
07	Average Completed Interval
08	Percent Completed Within Standard Interval
09	Coordinated Customer Conversion Percent on Time
10	LNP Network Provisioning
11	Percent of Due Dates Missed
12	Percent Due Dates Missed Due to Lack of Facilities
13	Delay Order Interval to Completion Date (Lack of Facilities)
14	Held Order Interval
15	Provisioning Trouble Reports (Prior to Service Order Completion)
16	Percentage Troubles in 30 Days for New Orders – Nevada Bell and GTE (Not applicable to Sprint)
17A	Percentage Troubles in 5 Days for New Orders
18	Average Completion Notice Interval
Maintenance	
19	Customer Trouble Report Rate
20	Percentage of Customer Trouble Not Resolved Within Estimated Time
21	Average Time to Restore
22	POTS Out of Service Less Than 24 Hours
23	Frequency of Repeat Troubles in 30 Day Period
Network Performance	
24	Percent Blocking on Common Trunks
25	Percent Blocking on Dedicated Interconnect Trunks
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27	Network Outage Notification (Not applicable in Nevada)
Billing	
28	Usage Timeliness
29	Accuracy of Usage Feed (Not reported by Sprint)

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30	Wholesale Bill Timeliness
31	Usage Completeness
32	Recurring Charge Completeness
33	Non-Recurring Charge Completeness
34	Bill Accuracy
35	Timeliness of Billing Completion Notices (Not applicable in Nevada for Sprint)
36	Accuracy of Mechanized Bill Feed (Not reported by Sprint)
Database Updates	
37	Database Update Timeliness
38	Percent Database Accuracy
39	E911/911 MS Database Update Interval
Collocation	
40	Time to Respond to a Collocation Request
41	Time to Provide a Collocation Arrangement
Interface	
42	Percent of Time Interface is Available
43	Average Notification of Interface Outages (Not applicable in Nevada)
44	Center Responsiveness

Sprint Performance Measurements Report Requirements

Performance Measurements Report Requirements

Pre-Ordering

Measure 1

Title: Average Response Time to Pre-Order Queries

Area	Requirement Description			
Description	The response interval for each pre-ordering query is determined by computing the elapsed time from the ILEC receipt of the query from the CLEC, whether or not syntactically correct, to the time the ILEC returns the requested data to the CLEC. <ul style="list-style-type: none">• Address Verification/Dispatch Required• Request for Telephone Number (TN)• Request for Customer Service Record• Service Availability• Service Appointment Scheduling (due date)• Rejected/Failed inquiries• Facility Availability• Loop Pre-qualification			
Method of Calculation	Electronic: Sum ((Query Response Date and Time) – (Query Submission Date and Time)) / (Number of Queries Submitted in Reporting Period) Manual: Loop Pre-qualification, and Facility Availability Sum ((Fax Date and Time Returned) - (Business Date and Time of receipt of valid fax service request)) / (Number of Faxes Submitted in Reporting Period)			
Report Period	Monthly			
Report Structure	Individual CLECs, CLECs in the aggregate, by ILEC (if analog applies) and ILEC affiliate.			
Reported By	By query type and by interface type, including fax			
Geographic Level	Statewide			
Measurable Standards				
	Disaggregation Level	CLEC	Competitive Comparison	
	Mechanized:		Parity	Benchmark
	Address Verification Dispatched	Address Verification		8_seconds
	Request for Telephone Number	Telephone Number		TBD
	Request for Customer Service Record - Simple	Simple CSR		10_seconds
	Request for Customer Service Record – Complex	Complex CSR		20_seconds
	Service Availability	Request for Service Availability		TBD
	Service Appointment Scheduling	Request for Due Date		TBD
	Rejected / Failed Inquiries	Rejected/Failed		Diagnostic Only

Sprint Performance Measurements Report Requirements

	Manual:			
	Facility Availability	Facility Availability		TBD
	Loop Pre-Qualification	Request for Loop Pre-Qualification		95% within 72 business hours
	N/A: Not applicable, process is Manual, no electronic process at this time. TBD: To Be Determined			
<i>Business Rules</i>	<ul style="list-style-type: none"> Elapsed time is measured in seconds for electronic pre-order requests. 			
<i>Notes</i>	<ul style="list-style-type: none"> Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions. 			
<i>Sprint Notes</i>	<ul style="list-style-type: none"> Measurement data for Loop Pre-Qualification effective 1-1-01. Telephone Number queries to be automated in 2001. Sprint will propose a benchmark for electronic Telephone Number in 2002. Sprint defines Simple CSR as 4 or less lines and Complex as more than 4 lines. 			

Sprint Performance Measurements Report Requirements

Ordering

Measure 2

Title: Average FOC/LSC Notice Interval

<i>Area</i>	<i>Requirement Description</i>		
Description	Measures the average time from receipt of a valid service request to returning a Firm Order Confirmation (FOC)/Local Service Confirmation (LSC).		
Method of Calculation	Mechanized: ((Date and Time of FOC/LSC) - (Business Date and Time of Receipt of Valid Service Request)) / (Number of FOCs/LSCs Sent in Reporting Period) Electronic/Manual Mix: Sum [(FOC Date and Time – (Receipt Date and Time of receipt of error free order)) / Number of FOCs sent.)		
Report Period	Monthly		
Report Structure	Individual CLECs, CLECs in the aggregate, by ILEC (if analog applies) and ILEC affiliates.		
Reported By	<ul style="list-style-type: none"> Electronically received/electronically handled Electronically received and manually handled By Service Group Type 		
Geographic Level	Statewide		
Measurable Standards	Disaggregation Level RESALE	CLEC	Competitive Comparison
			Parity Benchmark
	Res POTS All Electronic Elec/Manual Mix	Res POTS	TBD 6 hrs
	Bus POTS All Electronic Elec/Manual Mix	Bus POTS	TBD 6 hrs
	ISDN BRI All Electronic Elec/Manual Mix	ISDN BRI	TBD 6 hrs
	CENTREX All Electronic Elec/Manual Mix	CENTREX	TBD 13 hrs.
	PBX All Electronic Elec/Manual Mix	PBX	TBD 13 hrs.
	DDS All Electronic Elec/Manual Mix	DDS	TBD 13 hrs.
	DS1/ISDN PRI All Electronic Elec/Manual Mix	DS1/ISDN PRI	TBD 13 hrs.
	DS3 All Electronic Elec/Manual Mix	DS3	TBD 13 hrs.
	VGPL/DS0 All Electronic Elec/Manual Mix	VGPL/DS0	TBD 13 hrs.
	UNBUNDLED NETWORK ELEMENTS		
	UNE Loops		
	Non-Designed	UNE Loops	

Sprint Performance Measurements Report Requirements

	All Electronic Elec/Manual Mix	Non-Designed		TBD 6 hrs
	xDSL Provisioned All Electronic Elec/Manual Mix	UNE xDSL Loops		TBD 6 hrs
	Designed - Other All Electronic Elec/Manual Mix	UNE Loops Designed - Other		TBD 13 hrs
	Line Sharing All Electronic Elec/Manual Mix	Line Sharing		TBD 13 hrs
	Subloops – Voice Grade All Electronic Elec/Manual Mix	Subloops – Voice Grade		TBD 13 hrs
	Subloops – Data All Electronic Elec/Manual Mix	Subloops – Data		TBD 13 hrs
	Dark Fiber All Electronic Elec/Manual Mix	Dark Fiber		TBD 13 hrs
	UNE Port			
	Non-Designed All Electronic Elec/Manual Mix	UNE Ports Non-Designed		TBD 6 hrs
	Designed All Electronic Elec/Manual Mix	UNE Ports Designed		TBD 13 hrs
	EELS All Electronic Elec/Manual Mix	EELS		TBD 13 hrs
	UNE Dedicated Transport All Electronic Elec/Manual Mix	UNE Dedicated Transport		TBD 13 hrs
	UNE Platform All Electronic Elec/Manual Mix	UNE Platform		TBD 13 hrs
	LNP All Electronic Elec/Manual Mix	LNP		TBD 6 hrs
	Interconnection Trunks All Electronic Elec/Manual Mix	Interconnection Trunks		TBD 7 days
	Projects All Electronic Elec/Manual Mix	Projects		TBD 24 business hrs
Business Rules	<ul style="list-style-type: none"> Elapsed time calculated in business hours. The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation for the ILEC ordering center. Excludes non-business days and ILEC published holidays. Excludes Loop Pre-Qualification queries. 			
Notes	<ul style="list-style-type: none"> Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions. 			
Sprint Notes	<ul style="list-style-type: none"> Sprint defines projects as ≥ 20 lines Line Sharing and xDSL provisioned reporting effective August 2000 EELS, Subloops, Dark Fiber, and UNE Platform reporting effective July 2001 			

Sprint Performance Measurements Report Requirements

Ordering

Measure 3

Title: Average Reject Notice Interval

Area	Requirement Description			
Description	Reject interval is the elapsed time between the ILEC receipt of an order from the CLEC to the ILEC return of a notice of a rejection to the CLEC.			
Method of Calculation	Mechanized ((Business Date and Time of ILEC Transmission of Order Rejection) - (Business Date and Time of Order Receipt)) / (# of Mechanized Orders Rejected) Electronic/Manual ((Business Date and Time of ILEC transmission of Order Rejection) – (Business Date and Time of Order Receipt)) / (#of Electronic/Manual Orders Rejected). Manual ((Rejection Date and Time) - (Received Date and Time)) / (Number of manual rejections sent in reporting Period)			
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and ILEC Affiliates			
Reported By	<ul style="list-style-type: none">Electronically received, electronically handled<ul style="list-style-type: none">All interfacesSyntax (edit engine) and content errors (other edits)Resale orders and Facility based/UNE ordersElectronically received, manually handled<ul style="list-style-type: none">All interfacesSyntax (edit engine) and content errors (other edits)Resale orders and Facility based/UNE ordersManually received and handled (fax)<ul style="list-style-type: none">Resale orders and Facility based/UNE orders			
Geographic Level	Statewide			
Measurable Standards				
	Disaggregation Level	CLEC	Competitive Comparison	
			Parity	Benchmark
	All Electronic	Reject Notice		TBD
	All Manual	Reject Notice		6 hrs
	Electronic/Manual Mix	Reject Notice		6 hrs
Business Rules	<ul style="list-style-type: none">Elapsed time calculated in business hours.Calculation of requests received after the end of the business day starts at the beginning of the next business day. Business day is defined as published hours of operation for the ILEC ordering			

Sprint Performance Measurements Report Requirements

	<p>centerExcludes non-business days and ILEC published holidays</p> <ul style="list-style-type: none">• Exclude rejects when the PON is received after business hours and processed prior to the beginning of the next business day.• Exclude Loop Pre-Qualification queries created as service orders.
<i>Notes</i>	<ul style="list-style-type: none">• Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions.
<i>Sprint Notes</i>	

Sprint Performance Measurements Report Requirements

Provisioning

Measure 18

Title: Average Completion Notice Interval

<i>Area</i>	<i>Requirement Description</i>			
Description	Measures the average time per order to issue notification to CLEC of a completed order.			
Method of Calculation	((Date and Time of Completion Notification to CLEC) - (Date and Time of Work Completion)) / (Number of Orders Completed)			
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates			
Reported By	All interfaces			
Geographic Level	Statewide			
Measurable Standards				
	Disaggregation Level	CLEC	Competitive Comparison	
			Parity	Benchmark
	All Electronic	Completion Notice		20 minutes
	Manual/Electronic Mix	Completion Notice		90% within 24 hrs
Business Rules	<ul style="list-style-type: none"> • 24 hour clock is used to measure interval for manual process • Excludes weekends and ILEC published holidays • Excludes Loop Pre-Qualification queries 			
Notes	<ul style="list-style-type: none"> • Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions. 			
Sprint Notes				

Sprint Performance Measurements Report Requirements

Provisioning

Measure 5

Title: Percentage of Orders Jeopardized

<i>Area</i>	<i>Requirement Description</i>			
Description	Percentage of total orders processed for which the ILEC notifies the CLEC that the work will not be completed as committed on the original FOC.			
Method of Calculation	$((\text{Number of Orders Jeopardized}) / (\text{Number of Orders Completed})) \times 100$			
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and ILEC Affiliates			
Reported By	By service group type			
Geographic Level	Statewide			
Measurable Standards	Sprint is required to provide a retail analog for this measurement.			
	Disaggregation Level	CLEC	Competitive Comparison	
	Resale		Parity	Benchmark
	Res POTS	Res POTS	Res POTS	
	Bus POTS	Bus POTS	Bus POTS	
	ISDN BRI	ISDN BRI	ISDN BRI	
	CENTREX	CENTREX	CENTREX	
	PBX	PBX	PBX	
	DDS	DDS	DDS	
	DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI	
	DS3	DS3	DS3	
	VGPL/DS0	VGPL/DS0	VGPL/DS0	
	UNBUNDLED NETWORK ELEMENTS			
	UNE Loops			
	Non-Designed	UNE Loops Non-Designed	B1 Dispatch Non-Designed	
	Designed - Other	UNE Loops Designed - Other	Dispatch Designed	
	xDSL Provisioned	UNE Loops – xDSL Provisioned	Retail xDSL	
	Line Sharing	Line Sharing	Retail xDSL	
	Subloops – Voice Grade	Subloops – Voice Grade	B1 Dispatch Non-Designed	
	Subloops - Data	Subloops – Data	Retail xDSL	
	Dark Fiber	Dark Fiber	D3	
	UNE Port			
	Non-Designed	UNE Ports Non-Designed	POTS-Business (Fielded)	
	Designed	UNE Ports Designed	CENTREX, ISDN- PRI, PBX	
	EELS	EELS	DS3, DS1, DS0	
	UNE Dedicated Transport	UNE Dedicated Transport	HICAP Designed DS3 and DS1	
	UNE Platform	UNE Platform	B1 Dispatched	

Sprint Performance Measurements Report Requirements

<i>Business Rules</i>	<ul style="list-style-type: none">• Excludes delays for customer reasons.• Excludes Loop Pre-Qualification queries.
<i>Notes</i>	<ul style="list-style-type: none">• Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions.
<i>Sprint Notes</i>	<ul style="list-style-type: none">• Line Sharing and xDSL provisioned reporting effective August 2000.• EELS, Subloops, Dark Fiber, and UNE Platform reporting effective July 2001

Sprint Performance Measurements Report Requirements

Provisioning

Measure 8

Title: Percent Completed Within Standard Interval

<i>Area</i>	<i>Requirement Description</i>			
Description	Measures of orders completed within the standard interval of receipt of valid, error-free service request.			
Method of Calculation	(Total New, Move and Change Orders Completed Within the Standard interval of Receipt of Valid, Error-free Service Request / Total New, Move and Change Orders) x 100			
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and ILEC Affiliates			
Reported By	By service group type excluding services with flexible due dates.			
Geographic Level	Statewide			
Measurable Standards	Sprint is required to provide a retail analog for this measurement			
	Disaggregation Level	CLEC	Competitive Comparison	
	Resale		Parity	Benchmark
	Res POTS	Res POTS	Res POTS	
	Bus POTS	Bus POTS	Bus POTS	
	ISDN BRI	ISDN BRI	ISDN BRI	
	CENTREX	CENTREX	CENTREX	
	PBX	PBX	PBX	
	DDS	DDS	DDS	
	DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI	
	DS3	DS3	DS3	
	VGPL/DS0	VGPL/DS0	VGPL/DS0	
	UNBUNDLED NETWORK ELEMENTS			
	UNE Loops			
	Non-Designed	UNE Loops Non-Designed	B1 Dispatch Non-Designed	
	Designed – Other	UNE Loops Designed – Other	Dispatch Designed	
	xDSL Provisioned	UNE Loops – xDSL Provisioned	Retail xDSL	
	Line Sharing	Line Sharing	Retail xDSL	
	Subloops – Voice Grade	Subloops – Voice Grade	B1 Dispatch Non-Designed	
	Subloops – Data	Subloops – Data	Retail xDSL	
	Dark Fiber	Dark Fiber	DS3	
	UNE Port			
	Non-Designed	UNE Port Non-Designed	POTS-Business (Fielded)	
	Designed	UNE Port Designed	CENTREX, ISDN-PRI, PBX	
	EELS	EELS	DS1, DS3, DS0	
	UNE Dedicated Transport	UNE Dedicated Transport	HICAP Designed DS3 and DS1	
	UNE Platform	UNE Platform	B1 Dispatched	
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks	
	Projects	Projects ≥ 20 lines	Projects ≥ 20 lines	

Sprint Performance Measurements Report Requirements

<i>Business Rules</i>	<ul style="list-style-type: none">• Excludes customer requested due dates greater than the standard interval, and orders delayed for customer reasons.• Excludes services with flexible due dates.• For UNE Loop services, feature only orders are excluded from the retail analog.• Excludes Loop Pre-Qualification queries.
<i>Notes</i>	<ul style="list-style-type: none">• Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions.
<i>Sprint Notes</i>	<ul style="list-style-type: none">• Sprint defines projects as ≥ 20 lines• Line Sharing and xDSL provisioned reporting effective August 2000.• EELS, Subloops, Dark Fiber, and UNE Platform reporting effective July 2001

Sprint Performance Measurements Report Requirements

Provisioning

Measure 14

Title: Held Order Interval

Area	Requirement Description		
Description	Measures the time period that service orders are not completed by the original due dates for all ILEC reasons (including lack of facilities).		
Method of Calculation	(Reporting Period Close Date - Committed Order Due Date) / (Number of Orders Pending and Past the Committed Due Date)		
	<i>Note: For all orders pending and past the committed due date.</i>		
Report Period	Monthly		
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates		
Reported By	By service group type		
Geographic Level	Statewide		
Measurable Standards	Sprint is required to provide a retail analog for this measurement.		
	Disaggregation Level	CLEC	Competitive Comparison
	Resale		Parity Benchmark
	Res POTS	Res POTS	Res POTS
	Bus POTS	Bus POTS	Bus POTS
	ISDN BRI	ISDN BRI	ISDN BRI
	CENTREX	CENTREX	CENTREX
	PBX	PBX	PBX
	DDS	DDS	DDS
	DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI
	DS3	DS3	DS3
	VGPL/DS0	VGPL/DS0	VGPL/DS0
	UNBUNDLED NETWORK ELEMENTS		
	UNE Loops		
	Non-Designed	UNE Loops Non-Designed	B1 Dispatch Non-Designed
	Designed – Other	UNE Loops Designed - Other	Dispatch Designed
	xDSL Provisioned	xDSL Provisioned	Retail xDSL
	Line Sharing	Line Sharing	Retail xDSL
	Subloops – Voice Grade	Subloops – Voice Grade	B1 Dispatch Non-Designed
	Subloops – Data	Subloops – Data	Retail xDSL
	Dark Fiber	Dark Fiber	DS3
	UNE Port		
	Non-Designed	UNE Port Non-Designed	POTS-Business (Fielded)
	Designed	UNE Port Designed	CENTREX, ISDN PRI, PBX
	EELS	EELS	DS1, DS3, DS0
	UNE Dedicated Transport	UNE Dedicated Transport	HICAP Designed DS3 and DS1
	UNE Platform	UNE Platform	B1 Dispatched
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks
Business Rules	<ul style="list-style-type: none"> Excludes customer caused misses. 		

Sprint Performance Measurements Report Requirements

	<ul style="list-style-type: none">• Excludes Loop Pre-Qualification queries.
<i>Notes</i>	<ul style="list-style-type: none">• Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions.• Sprint will provide disaggregation by Missed Appointment Reason codes as diagnostic data upon raw data request.• For UNE Loop services, feature only orders are excluded from the retail analog.
<i>Sprint Notes</i>	<ul style="list-style-type: none">• Line Sharing and xDSL provisioned reporting effective August 2000.• EELS, Subloops, Dark Fiber, and UNE Platform reporting effective July 2001

Sprint Performance Measurements Report Requirements

Provisioning

Measure 16

Title: Percentage Troubles in 30 Days for New Orders – Nevada Bell and GTE (SPRINT IS NOT REQUIRED TO REPORT THIS MEASURE)

Area	Requirement Description
Description	Measures the percent of network customer trouble reports received within 30 calendar days of service order completion. Note: This measure is for all NB services and designed GTE.
Method of Calculation	(Total Number of Customer Trouble reports received within 30 calendar days of service order completion / Total Number of new, move and change completed orders) x 100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Reported By	By service group type (including LNP)
Geographic Level	Statewide
Measurable Standards	Sprint is NOT required to report this measure.
Business Rules	<ul style="list-style-type: none"> • Excludes CPE and IEC/CLEC caused troubles • Excludes troubles associated with inside wire • Excludes Trouble Reports Received on the Due Date (which instead are reported in the “Provisioning Troubles” measure) • Excludes Subsequent reports • Excludes Message Reports (circuit reports for which ILEC has no records) • Excludes ILEC employee generated reports
Notes	<ul style="list-style-type: none"> • Availability of ILEC Affiliate data for review will be determined by the • Nevada PUC for Nevada Bell and GTE. • Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions. • When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data. • The most relevant retail DSL service will be used by Nevada Bell for comparison when DSL services are provided in the state of Nevada.
Sprint Notes	Sprint is NOT required to report this measure.

Sprint Performance Measurements Report Requirements

Provisioning

Measure 17a

Title: Percentage Troubles in 5 Days for New Orders - Sprint

<i>Area</i>	<i>Requirement Description</i>			
Description	Measures the percent of network customer trouble reports received within 5 calendar days of service order completion.			
Method of Calculation	(Total Number of Customer Trouble reports received within 5 calendar days of service order completion / Total Number of new, move and change completed orders) x 100			
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates			
Reported By	By service group type			
Geographic Level	Statewide			
Measurable Standards	Sprint is required to provide a retail analog for this measurement.			
	Disaggregation Level	CLEC	Competitive Comparison	
	Resale		Parity	Benchmark
	Res POTS	Res POTS	Res POTS	
	Bus POTS	Bus POTS	Bus POTS	
	ISDN BRI	ISDN BRI	ISDN BRI	
	CENTREX	CENTREX	CENTREX	
	PBX	PBX	PBX	
	DDS	DDS	DDS	
	DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI	
	DS3	DS3	DS3	
	VGPL/DS0	VGPL/DS0	VGPL/DS0	
	UNBUNDLED NETWORK ELEMENTS			
	UNE Loops			
	Non-Designed	UNE Loops Non-Designed	B1 Dispatch Non-Designed	
	Designed – Other	UNE Loops Designed – Other	Dispatch Designed DS0 & DDS	
	xDSL Provisioned	xDSL Provisioned	Retail xDSL	
	Line Sharing	Line Sharing	Retail xDSL	
	Subloops – Voice Grade	Subloops - Voice Grade	B1 Dispatch Non-Designed	
	Subloops – Data	Subloops – Data	Retail xDSL	
	Dark Fiber	Dark Fiber	DS3	
	UNE Port			
	Non-Designed	UNE Port Non-Designed	POTS-Business (Fielded)	
	Designed	UNE Port Designed	CENTREX, ISDN- PRI, PBX	
	EELS	EELS	DS1, DS3, DS0	
	UNE Dedicated Transport	UNE Dedicated Transport	HICAP Designed DS1 and DS3	
	UNE Platform	UNE Platform	B1 Dispatch	
	LNP	LNP	LNP	
Business Rules	<ul style="list-style-type: none"> Excludes CPE and IEC/CLEC caused troubles Excludes troubles associated with inside wire Excludes Trouble Reports Received on the Due Date (which instead are reported in the “Provisioning Troubles” measure) Excludes Subsequent reports 			

Sprint Performance Measurements Report Requirements

	<ul style="list-style-type: none">• Excludes Message Reports (circuit reports for which ILEC has no records)• Excludes ILEC employee generated reports• Excludes Loop Pre-Qualification queries.
<i>Notes</i>	<ul style="list-style-type: none">• Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions.• Sprint will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.
<i>Sprint Notes</i>	<ul style="list-style-type: none">• Line Sharing and xDSL provisioned reporting effective August 2000.• EELS, Subloops, Dark Fiber, and UNE Platform reporting effective July 2001

Sprint Performance Measurements Report Requirements

Provisioning

Measure 11

Title: Percent of Due Dates Missed

<i>Area</i>	<i>Requirement Description</i>			
Description	Measures the percent of new, move and change orders where installation was not completed by the due date.			
Method of Calculation	(Total Number of Missed Due Dates Due to ILEC Reasons for New, Move and Change Orders / Total Number of New, Move and Change Orders) x 100			
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates			
Reported By	By service group type and Field Work/No Field Work as appropriate			
Geographic Level	Statewide			
Measurable Standards	Sprint is required to provide a retail analog for this measurement.			
	Disaggregation Level	CLEC	Competitive Comparison	
	Resale		Parity	Benchmark
	Res POTS	Res POTS	Res POTS	
	Bus POTS	Bus POTS	Bus POTS	
	ISDN BRI	ISDN BRI	ISDN BRI	
	CENTREX	CENTREX	CENTREX	
	PBX	PBX	PBX	
	DDS	DDS	DDS	
	DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI	
	DS3	DS3	DS3	
	VGPL/DS0	VGPL/DS0	VGPL/DS0	
	UNBUNDLED NETWORK ELEMENTS			
	UNE Loops			
	Non-Designed	UNE Loops Non-Designed	B1 Dispatch Non-Designed	
	Designed - Other	UNE Loops Designed - Other	Dispatch Designed	
	xDSL Provisioned	xDSL Provisioned	Retail xDSL	
	Line Sharing	Line Sharing	Retail xDSL	
	Subloops – Voice Grade	Subloops – Voice Grade	B1 Dispatch Non-Designed	
	Subloops – Data	Subloops – Data	Retail xDSL	
	Dark Fiber	Dark Fiber	DS3	
	UNE Port			
	Non-Designed	UNE Ports Non-Designed	POTS-Business (Fielded)	
	Designed	UNE Ports Designed	CENTREX, ISDN- PRI, PBX	
	EELS	EELS	DS1, DS3, DS0	
	UNE Dedicated Transport	UNE Dedicated Transport	HICAP Designed DS3 and DS1	
	UNE Platform	UNE Platform	B1 Dispatched	
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks	
Business Rules	<ul style="list-style-type: none"> Excludes customer misses Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons. For UNE Loop services, feature only orders are excluded from the 			

Sprint Performance Measurements Report Requirements

	<p>retail analog.</p> <ul style="list-style-type: none">• Excludes Loop Pre-Qualification queries.
<i>Notes</i>	<ul style="list-style-type: none">• Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions.• Sprint will provide disaggregation by Missed Appointment Reason codes as diagnostic data upon raw data request.
<i>Sprint Notes</i>	<ul style="list-style-type: none">• Line Sharing and xDSL provisioned reporting effective August 2000.• EELS, Subloops, Dark Fiber, and UNE Platform reporting effective July 2001

Sprint Performance Measurements Report Requirements

Provisioning

Measure 12

Title: Percent of Due Dates Missed Due to Lack of Facilities

<i>Area</i>	<i>Requirement Description</i>		
Description	Measures the percent of new, move and change orders missed due to lack of facilities. Note: Results also included in Measure “Percent Missed Due Dates”		
Method of Calculation	((Total New, Move and Change Orders Missed Due Dates Due to Lack of Facilities) / (Total Number of New, Move and Change Orders)) x 100		
Report Period	Monthly		
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates		
Reported By	By service group type		
Geographic Level	Statewide		
Measurable Standards	Sprint is required to provide a retail analog for this measurement.		
	Disaggregation Level	CLEC	Competitive Comparison
	Resale		Parity Benchmark
	Res POTS	Res POTS	Res POTS
	Bus POTS	Bus POTS	Bus POTS
	ISDN BRI	ISDN BRI	ISDN BRI
	CENTREX	CENTREX	CENTREX
	PBX	PBX	PBX
	DDS	DDS	DDS
	DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI
	DS3	DS3	DS3
	VGPL/DS0	VGPL/DS0	VGPL/DS0
	UNBUNDLED NETWORK ELEMENTS		
	UNE Loops		
	Non-Designed	UNE Loops Non-Designed	B1 Dispatch Non-Designed
	Designed – Other	UNE Loops Designed – Other	Dispatch Designed
	xDSL Provisioned	xDSL Provisioned	Retail xDSL
	Line Sharing	Line Sharing	Retail xDSL
	Subloops – Voice Grade	Subloops – Data	B1 Dispatch Non-Designed
	Subloops – Data	Subloops – Data	Retail xDSL
	Dark Fiber	Dark Fiber	DS3
	UNE Port		
	Non-Designed	UNE Port Non-Designed	POTS-Business (Fielded)
	Designed	UNE Port Designed	CENTREX, ISDN- PRI, PBX
	EELS	EELS	DS1, DS3, DS0
	UNE Dedicated Transport	UNE Dedicated Transport	HICAP Designed DS3 and DS1
	UNE Platform	UNE Platform	B1 Dispatched
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks

Sprint Performance Measurements Report Requirements

<i>Business Rules</i>	<ul style="list-style-type: none">• Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons.• For UNE Loop services, feature only orders are excluded from the retail analog.• Excludes Loop Pre-Qualification queries.
<i>Notes</i>	<ul style="list-style-type: none">• Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions.
<i>Sprint Notes</i>	<ul style="list-style-type: none">• Line Sharing and xDSL provisioned reporting effective August 2000.• EELS, Subloops, Dark Fiber, and UNE Platform reporting effective July 2001

Sprint Performance Measurements Report Requirements

Maintenance

Measure 19

Title: Customer Trouble Report Rate

<i>Area</i>	<i>Requirement Description</i>		
Description	Measures the total number of network customer trouble reports received within a calendar month per 100 circuits/UNEs.		
Method of Calculation	(Total Number of Customer initial and repeat network trouble reports / Number of access lines/circuits/UNEs in service at the end of the prior reporting period) x 100		
Report Period	Monthly		
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates		
Reported By	By service group type		
Geographic Level	Statewide		
Measurable Standards	Sprint is required to provide a retail analog for this measurement.		
	Disaggregation Level	CLEC	Competitive Comparison
	Resale		Parity Benchmark
	Res POTS	Res POTS	Res POTS
	Bus POTS	Bus POTS	Bus POTS
	ISDN BRI	ISDN BRI	ISDN BRI
	CENTREX	CENTREX	CENTREX
	PBX	PBX	PBX
	DDS	DDS	DDS
	DS1 / ISDN PRI	DS1 & ISDN PRI	DS1 & ISDN PRI
	DS3	DS3	DS3
	VGPL	VGPL & DS0	VGPL & DS0
	UNBUNDLED NETWORK ELEMENTS		
	UNE Loops		
	Non-Designed	UNE Loops Non-Designed	B1 Dispatch Non-Designed
	Designed – Other	UNE Loops Designed – Other	Dispatch Designed DS0 / VGPL & DDS
	xDSL Provisioned	xDSL Provisioned	Retail xDSL
	Line Sharing	Line Sharing	Retail xDSL
	Subloops – Voice Grade	Subloops – Voice Grade	B1 Dispatch Non-Designed
	Subloops – Data	Subloops – Data	Retail xDSL
	Dark Fiber	Dark Fiber	DS3
	UNE Port		
	Non-Designed	UNE Ports Non-Designed	POTS-Business Dispatched)
	Designed	UNE Ports Designed	CENTREX, ISDN- PRI, PBX
	EELS	EELS	DS1, DS3, DS0
	UNE Dedicated Transport	UNE Dedicated Transport	HICAP Designed DS1 and DS3
	UNE Platform	UNE Platform	B1 Dispatch
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks
	LNP	LNP	LNP

Sprint Performance Measurements Report Requirements

<i>Business Rules</i>	<ul style="list-style-type: none">• Excludes CPE and IEC/CLEC caused troubles• Excludes Subsequent reports• Excludes Message Reports (circuit reports for which ILEC has no records)• Access line/circuit count taken from previous month• Excludes ILEC employee generated reports
<i>Notes</i>	<ul style="list-style-type: none">• Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions.• Sprint will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.
<i>Sprint Notes</i>	<ul style="list-style-type: none">• Line Sharing and xDSL provisioned reporting effective August 2000.• EELS, Subloops, Dark Fiber, and UNE Platform reporting effective July 2001

Sprint Performance Measurements Report Requirements

Maintenance

Measure 23

Title: Frequency of Repeat Troubles in 30 Day Period

<i>Area</i>	<i>Requirement Description</i>		
Description	Measures the percent of customer network trouble reports received within 30 calendar days of a previous report.		
Method of Calculation	(Total customer network trouble reports received within 30 calendar days of a previous customer report / Total customer network trouble reports) x 100		
Report Period	Monthly		
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates		
Reported By	By service group type		
Geographic Level	Statewide		
Measurable Standards	Sprint is required to provide a retail analog for this measurement.		
	Disaggregation Level	CLEC	Competitive Comparison
	Resale		Parity Benchmark
	Res POTS	Res POTS	Res POTS
	Bus POTS	Bus POTS	Bus POTS
	ISDN BRI	ISDN BRI	ISDN BRI
	CENTREX	CENTREX	CENTREX
	PBX	PBX	PBX
	DDS	DDS	DDS
	DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN-PRI
	DS3	DS3	DS3
	VGPL/DS0	VGPL/DS0	VGPL/DS0
	UNBUNDLED NETWORK ELEMENTS		
	UNE Loops		
	Non-Designed	UNE Loops Non-Designed	B1 Dispatch Non-Designed
	Designed – Other	UNE Loops Designed – Other	Dispatch Designed
	xDSL Provisioned	xDSL Provisioned	Retail xDSL
	Line Sharing	Line Sharing	Retail xDSL
	Subloops – Voice Grade	Subloops – Voice Grade	B1 Dispatch Non-Designed
	Subloops – Data	Subloops – Data	Retail xDSL
	Dark Fiber	Dark Fiber	DS3
	UNE Port		
	Non-Designed	UNE Port Non-Designed	POTS-Business (Fielded)
	Designed	UNE Port Designed	CENTREX, ISDN-PRI, PBX
	EELS	EELS	DS1, DS3, DS0
	UNE Dedicated Transport	UNE Dedicated Transport	HICAP Designed DS1 and DS3
	UNE Platform	UNE Platform	B1 Dispatch
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks
	LNP	LNP	LNP
Business Rules	<ul style="list-style-type: none"> Excludes CPE and IEC/CLEC caused troubles Excludes troubles associated with inside wiring 		

Sprint Performance Measurements Report Requirements

	<ul style="list-style-type: none">• Excludes Subsequent reports• Excludes Message Reports• Excludes ILEC employee generated reports• Includes LNP NXX Code Opening troubles
<i>Notes</i>	<ul style="list-style-type: none">• Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions.• Sprint will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.
<i>Sprint Notes</i>	<ul style="list-style-type: none">• Line Sharing and xDSL provisioned reporting effective August 2000.• EELS, Subloops, Dark Fiber, and UNE Platform reporting effective July 2001

Sprint Performance Measurements Report Requirements

Maintenance

Measure 21

Title: Average Time to Restore

<i>Area</i>	<i>Requirement Description</i>		
Description	Measures the average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble is cleared.		
Method of Calculation	(Total duration of customer network trouble reports) / (Total customer network trouble reports)		
Report Period	Monthly		
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates		
Reported By	<ul style="list-style-type: none"> By service group type By dispatch and no dispatch 		
Geographic Level	Statewide		
Measurable Standards	Sprint is required to provide a retail analog for this measurement.		
	Disaggregation Level	CLEC	Competitive Comparison
	Resale		Parity Benchmark
	Res POTS	Res POTS	Res POTS
	Bus POTS	Bus POTS	Bus POTS
	ISDN BRI	ISDN BRI	ISDN BRI
	CENTREX	CENTREX	CENTREX
	PBX	PBX	PBX
	DDS	DDS	DDS
	DS1 & ISDN - PRI	DS1 and ISDN / PRI	DS1 & ISDN PRI
	DS3	DS3	DS3
	VGPL & DS0	VGPL & DS0	VGPL/DS0
	UNBUNDLED NETWORK ELEMENTS		
	UNE Loops		
	Non-Designed	UNE Loops Non-Designed	B1 Dispatch Non-Designed
	Designed – Other	UNE Loops Designed – Other	Dispatch Designed
	xDSL Provisioned	xDSL Provisioned	Retail xDSL
	Line Sharing	Line Sharing	Retail xDSL
	Subloops – Voice Grade	Subloops – Voice Grade	B1 Dispatch Non-Designed
	Subloops – Data	Subloops – Data	Retail xDSL
	Dark Fiber	Dark Fiber	DS1, DS3, DS0
	UNE Port		
	Non-Designed	UNE Port Non-Designed	POTS-Business (Fielded)
	Designed	UNE Port Designed	CENTREX, ISDN-PRI, PBX
	EELS	EELS	DS1, DS3, DS0
	UNE Dedicated Transport	UNE Dedicated Transport	HICAP Designed DS1 and DS3
	UNE Platform	UNE Platform	B1 Dispatch
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks
	LNP	LNP	LNP

Sprint Performance Measurements Report Requirements

<i>Business Rules</i>	<ul style="list-style-type: none">• Excludes CPE and IEC/CLEC caused troubles• Excludes Subsequent reports• Excludes Message Reports (circuit reports which ILEC has no records on)• Excludes ILEC employee generated reports• Includes LNP NXX Code Opening troubles
<i>Notes</i>	<ul style="list-style-type: none">• Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions.• Sprint will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.
<i>Sprint Notes</i>	<ul style="list-style-type: none">• Line Sharing and xDSL provisioned reporting effective August 2000.• EELS, Subloops, Dark Fiber, and UNE Platform reporting effective July 2001
